



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
**Delivery Order**

Order Date: 09-19-2022

CORRECT ORDER NUMBER MUST APPEAR  
 ON ALL PACKAGES, INVOICES, AND  
 SHIPPING PAPERS. QUESTIONS  
 CONCERNING THIS ORDER SHOULD BE  
 DIRECTED TO THE DEPARTMENT  
 CONTACT.

Order Number:	CDO 0511 3839 MIS230000002 1	Procurement Folder:	1091082
Document Name:	WV PATH Child Support (CS) Enhancements Required for Go Live	Reason for Modification:	
Document Description:	WV PATH Child Support (CS) Enhancements Required for Go Live		
Procurement Type:	Central Delivery Order		
Buyer Name:	Crystal G Hustead		
Telephone:	(304) 558-2402		
Email:	crystal.g.hustead@wv.gov		
Shipping Method:	Best Way	Master Agreement Number:	CMA 0511 HHR1800000007 1
Free on Board:	FOB Dest, Freight Prepaid		

VENDOR				DEPARTMENT CONTACT	
Vendor Customer Code:	000000184667			Requestor Name:	Kimberly A Beckett
OPTUMINSIGHT INC				Requestor Phone:	(304) 558-5906
11000 OPTUM CIR				Requestor Email:	kimberly.a.beckett@wv.gov
EDEN PRAIRIE	MN	55344			
US					
Vendor Contact Phone:	612-642-7749	Extension:			
Discount Details:					
	Discount Allowed	Discount Percentage	Discount Days		
#1	No	0.0000	0		
#2	No				
#3	No				
#4	No				

**23**  
 FILE LOCATION

INVOICE TO	SHIP TO
BUYER - 304-957-0209	BUYER - 304-957-0209
HEALTH AND HUMAN RESOURCES	HEALTH AND HUMAN RESOURCES
MANAGEMENT INFORMATION SERVICE	MANAGEMENT INFORMATION SERVICE
ONE DAVIS SQUARE, RM 211	321 CAPITOL ST, STE 200
CHARLESTON WV 25301	CHARLESTON WV 25301
US	US

Total Order Amount:	\$399,966.00
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Purchasing Division's File Copy

**ENTERED**

PURCHASING DIVISION AUTHORIZATION  
 DATE: *10/10/2022*  
 ELECTRONIC SIGNATURE ON FILE

ENCUMBRANCE CERTIFICATION  
 DATE: *Beverly Tolson 9-27-2022*  
 ELECTRONIC SIGNATURE ON FILE

**Extended Description:**

This SOW is for the WV PATH Child Support 1.0 Go Live enhancements to the WV PATH solution. Going Live will be for the Legacy Online Support Collection & Reporting (OSCAR) System Modification (25) and the Design Validation Enhancements (3)

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
1	81111511	0.00000		\$0.0000	\$147,378.00
<b>Service From</b>	<b>Service To</b>	<b>Manufacturer</b>		<b>Model No</b>	<b>Delivery Date</b>
2022-08-30	2022-11-16				

**Commodity Line Description:** Modifications and Enhancements Year 5 Hourly Rate

**Extended Description:**

Estimate for Contract Year 5 @ \$121  
(Start Date to 11/16/2022)  
1218 hours x \$121 = \$147,378.00

Line	Commodity Code	Quantity	Unit	Unit Price	Total Price
2	81111511	0.00000		\$0.0000	\$252,588.00
<b>Service From</b>	<b>Service To</b>	<b>Manufacturer</b>		<b>Model No</b>	<b>Delivery Date</b>
2022-11-17	2023-11-16				

**Commodity Line Description:** Modifications and Enhancements Year 6 Hourly Rate

**Extended Description:**

Estimate for Contract Year 6 @ \$124  
(11/17/2022 to 11/16/2023)  
2037 hours x \$124 = \$252,588.00



OptumInsight, Inc.  
11000 Optum Circle  
Eden Prairie, MN 55344

August 10<sup>th</sup>, 2022

West Virginia Department of Health and Human Resources (WV DHHR)  
Management Information Services  
321 One Davis Square  
Charleston, WV 25301  
Attn: Mr. Shaun Charles, WV DHHR Chief Information Officer

**RE: # CMA 0511 3084 HHR 1800000007: Statement of Work for WV PATH Child Support (CS) Enhancements Required for Go Live**

Mr. Charles:

Optum submits the above referenced Statement of Work (SOW) in accordance with the terms and conditions of the WV IES master contract (# CMA 0511 3084 HHR 1800000007) to perform enhancements outlined within the SOW.

Optum understands and accepts the effective start date of this SOW will be the date in the executed Delivery Order and the effective end date will be through November 16<sup>th</sup>, 2023, which is the expiration date of the Delivery Order. All work associated with this SOW will be in accordance to the pricing, terms and conditions of the WV IES master contract.

Sincerely,

W. Mark Youngman

Associate Director of Finance

CC: Donna McCormick  
Brian Cunningham

Optum

West Virginia DHHR

Statement of Work – WV PATH Child Support 1.0 Go Live Updates (August 2022)

WEST VIRGINIA  
Department of



**Project**

West Virginia DHHR IES Project

**WV PATH Enhancements**

Change Request Updates (August 2022)

Required for WV PATH CS 1.0 Go Live

**Contract Name:** WV IES CMA 0511 3084 HHR1800000007

**Last Modified Date:** 8/10/2022

**Version** 1.5

**Table of Contents**

Revision History ..... 2

1. Introduction..... 3

1.1. Acronyms ..... 3

1.2. Pricing and Payment ..... 4

1.3. Payment Schedule ..... 4

1.4. Invoicing ..... 4

2. Scope of Work..... 5

2.1. OSCAR Legacy Changes ..... 5

2.2. Optum Design Validation Enhancements ..... 7

3. SOW Related Documentation ..... 8

3.1. SOW Project Artifacts ..... 8

3.2. Deliverables..... 8

3.3. Acceptance of Deliverables..... 8

4. Estimate of Effort..... 9

4.1. Staffing Plan..... 11

4.2. Project Activities – Estimated Duration ..... 11

5. Project Assumptions ..... 13

6. Project Roles and Responsibilities ..... 14

6.1. DHHR Roles and Responsibilities ..... 14

6.2. Optum Roles and Responsibilities ..... 14

7. Statement of Work Acceptance..... 15

**Revision History**

This chart contains the history of document revisions. Changes after the final publication of this document require a change request.

Date	Version	Description	Modified By
07/15/2022	1.0	Initial Version Submitted to WV DHHR.	Optum
07/20/2022	1.1	Revised Version Submitted to WV DHHR to include General Appeal Language changes.	Optum
07/25/2022	1.2	Revised Version Submitted to WV DHHR to correct calculation errors with summary of hours.	Optum
07/26/2022	1.3	Revised Version Submitted to WV DHHR with updated language in last bullet of Project Assumptions on Page 13.	Optum
08/08/2022	1.4	Revised Version (Internal Optum Draft) with original last bullet of Project Assumptions on Page 13. Additional updates from (July 2022) to (August 2022) in Document Title and Footer.	Optum
08/10/2022	1.5	Revised Version Submitted to WV DHHR with revised Project Hours for Year 5 and Year 6 (Page 11) and Updated Project Timeline (Page 12) based on New Proposed CS Release Go Live Date.	Optum

## 1. Introduction

The following sections in this Statement of Work (SOW) represent the background, scope, and schedule of the West Virginia People's Access to Help (WV PATH) enhancement as allowed under the WV Integrated Eligibility System (IES) Project, as well as high-level pricing and work estimate by Optum, a plan for staffing by Optum, and assumptions made by Optum in connection with the work.

The current timeframe for WV PATH CS 1.0 Go-Live is December 1<sup>st</sup>, 2022. This SOW will include the following enhancement to the WV PATH solution in advance of the WV PATH Child Support (CS) 1.0 Go Live:

- Legacy Online Support Collection and Reporting (OSCAR) System Modifications (25)
- Design Validation Enhancements (3)

Any other modifications or additive work will be mutually agreed by the parties at the Time and Materials fees under a separate CR and SOW. Consideration will be given to required effort for any modifications not specifically identified in the scope of work relative to the targeted go-live date. Optum will communicate any concerns or risks to schedule or scope to WV DHHR.

### 1.1. Acronyms

Acronyms utilized throughout the document are listed below.

Acronym	Definition
BCSE	WV DHHR Bureau for Child Support Enforcement
CS	Child Support
DHHR	The West Virginia Department of Health and Human Resources
EFT	Electronic Funds Transfer
IRS	Internal Revenue Service
IWO	Income Withholding for Support
MIS	Management Information Systems
M&O	Maintenance and Operations of the WV PATH
OCSE	Office of Child Support Enforcement
OSCAR	Online Support Collection and Reporting
PIN	Personal Identification Number
PMBOK	Project Management Body of Knowledge
SINC	Source of Income Screen
SOW	Statement of Work
WV IES	West Virginia Integrated Eligibility System
WV PATH	West Virginia People's Access to Help

## 1.2. Pricing and Payment

All work activity as outlined in this SOW is on a Time and Material basis and will be billed to WV DHHR starting at \$121.00 per hour during Contract Year 5 (Year 5), which starts on November 17, 2021, in accordance to the WV IES Contract. For any work remaining after November 16, 2022, the hourly rate becomes \$124.00 per hour in Contract Year 6 in accordance with the WV IES Contract.

## 1.3. Payment Schedule

The estimate of hours listed below is based on the tasks that will be assigned to Optum resources in the Project Plan. As this is a time and materials arrangement, the specific task assignments may be adjusted as approved by the DHHR Project Manager. The effort required above the totals herein will require a mutually accepted change request, the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

## 1.4. Invoicing

Invoices for Services provided under this SOW shall be in a form approved by DHHR. The Optum invoice will identify the Delivery Order and the Central Master Agreement numbers, the completed task/deliverable, the work hours completed the previous month, reflect the dates of service and the date of completion, and may include supporting documentation to verify that the task/deliverable was completed.

DHHR shall pay Optum for the Services under this SOW, per Section 1.2 above.

## 2. Scope of Work

The period of performance for this SOW shall commence on the effective date in the Delivery Order ("Effective Date") and continue under Section 2.8 (Project Activities).

Optum will provide system enhancements and changes to WV PATH to support the WV PATH CS 1.0 Go Live. The modifications include the items described below as the enhancements to the WV PATH CS 1.0 Go Live.

Any other modifications will be mutually agreed by the parties; Optum will communicate any concerns or risks to WV DHHR in making additional modifications to either budget or schedule.

### 2.1. OSCAR Legacy Changes

Up until December 31, 2020, routine changes to the OSCAR system were included as in scope changes and were identified to be also part of the WV PATH CS 1.0 release. In early 2021, Optum communicated to WV DHHR that any additional changes to OSCAR would require Change Requests in order for Optum to help ensure such changes would be captured in the WV PATH CS 1.0 Go Live release.

As WV DHHR continues to make changes to the OSCAR system, Optum has captured the following list of items that require changes in the WV PATH system.

These changes will require Design, Development, Testing and Implementation and include Documentation and Training, where applicable, and the table reflects the estimated level of work effort by Optum.

Change	Legacy Reference	Total Hours
Unclaimed Property Match Report: WV Treasurer reformatted input file.	SER-070961 WEO3PSTO	111
OCSE issued revised IWO effective immediately. Current form expired 08/31/2020.	SER-071257 WEO5PP08	16
Civil Action Screen – Fix erroneous error message when trying to remove the multi-defendant indicator.	No Service Request WEO2S30V	16
IRS file processing did not reset the Batch Header counters properly. For the first time, the file created more than 500 adjustments.	SER-072959 WEO5PIRY	92
National Directory of New Hire and Federal Parent Locator Service needed updated ZIP + 4 formatting.	No Service Request WEO650AG	18
New Hire – Stop Child PIN from writing to WEOVADDRESS and Add Employer even when Employer is on WEOVEMPLOYER_HIST Table.	SER-071833 WEO5PP66	22
CRED – Credit Bureau – Closed Case should not be on Credit Bureau File. It was paid in Full. Fixed 90-day logic keeping old cases on the report.	SER-075710 WEO5PP42	50
HELD – Add HOLD Reason 1 and 2 to trigger type H DLPRs.	SER-076169 WEO3PH01	22
Source of Income Screen (SINC): Do not allow new SSA record to be written to SINC if there is already an entry with an Active Income Withholding.	SER-076432 WEO5SVIS	16
Federal Tax Returns. T3 and T7 disbursement issues. If joint return, ensure refunds disburse as paper. If dcard, ensure it waits until active account.	SER-069806 WEO3NWRD WEO3PS08 WEO3PS10	42
Increased definition of input file from 133 to 276.	No Service Request WEO5PBMS	13
HELD - T3 and T7 disbursements will now print a paper check like the T4 and T8 disbursements.	SER-079966 WEO3PW06	19
WEO3MRF Mobius Report - Add FTI Banner Page. Straight to PROD.	SER-079773 WEO3PREF	17



Change	Legacy Reference	Total Hours
Recent change by OSCE does not allow eIWO for cases in which there is no child, spousal only and repay cases. The eIWO program rejects these, and needs a change made to not allow these types of cases for eIWO. O/S and O/R will be central printed instead of going through eIWO.	SER-041759 WEO68011 WEO5PP08	42
CNCS,CNCX - fix CSENET routines that create a skeleton case	SER-053708 WEONSGSC WEONP300 WEONP630 WEO1PB07	114
Batch Programs – Non-DB2 programs have been executing from DEVL LIBS that should be in PRODLIBS. *** Note: The state had some jobs that didn't use the database and were being ran out of development. This is moving all those to PROD where they should have been all along.	No service request WEO5BFCR WEO5CP10 WEO5EMPR WEO5PDJS WEO5PP8X WEO5PBMS WEO9PHDR WEOCHDFS WEOJCLD2 WEOJCLDT WEORPFXA WEORPFXB WEOVD237 WEOVD500 WEOVD563	215
Any time a new date of death is entered on CTDT or APDT, a batch job will automatically end our disbursements to that person's debit card or direct deposit. The death date may be entered manually by a worker or by batch jobs from matches from sources like Vital Registration or Social Security Administration.	SER-067713 WEO0S000 WEO1PB03 WEO1PB09 WEO5PDV2 WEO5SDOD WEORP102 WEORP108	135
ATTY/GALD/GAL2 - Allow SOLU, HELP, RAMS and ADAS have update for O/X cases	SER-083530	210
CASE - give OMBD role update to the CASE screen. Matt approved by Rachel Trahan. Deployed Tuesday January 25, 2022	SER-084053	210
CASE: Allow RESS role (CRIP Unit) the ability to close cases using Reason Code 13 (Case opened in error or duplicate case).	SER-084605	210
WIN WEO5PWV2	SER-073077 WEO5PWV2	210
Add column to existing report WEOKPOUS	SER-081813 WEOKPOUS	210
SMI now notifies MIS each time they issue any new debit cards directly to an individual. This change includes file changes on both ends.	SER-081857	210
Changes due to Federal Credit Bureau changes		210
General Appeal Language changes to Order Boilerplates		210
A small change is needed in Path to put #FPC-OLD-PIN instead of #FPA-PIN as per the IF statement. Effort estimate is 30mins for change and unit test.	No Service Request	0
		<b>2640</b>

## 2.2. Optum Design Validation Enhancements

The following Design Validation enhancements will be designed, developed, tested, and implemented by Optum in the WV PATH CS Release as agreed upon for the WV PATH CS 1.0 Go-Live. In addition, Optum will provide training and documentation on the enhancements.

Change	Design Validation Ticket Information	Total Hours
Remove the edits from requiring the case review date in the past to be changed to a future case review date to be able to place a suspension of disbursements.	DVI_1789 (2794)	135
Electronic Funds Transfer Disbursement Listing – moving from Cognos to Federal Tax Information – EFT Disbursement Listing Report (PCS-DIS0010)	DVI_3770 (5632)	245
E-file must be added to all 'select method of service' options in PATH.	DVI_3952 (5834)	235
*pdf: "FAMILY COURT CAPIAS/ATTACHMENT" should have lines above & below to match original.	DVI_4363 (6342)	0
	<b>TOTAL HOURS</b>	<b>615</b>

For Child Support, there were other Design Validation tickets that were requested to be Change Requests needed Post-Go-Live. These additional items will be handled as part of the WV PATH Quarterly Maintenance Release process. Level of Effort estimates for these items will be required at that time. These are currently placed on the Watchlist Change Request list in the Application Lifecycle Management (ALM) application maintained by Optum.

### 3. SOW Related Documentation

#### 3.1. SOW Project Artifacts

Optum will prepare and submit the following documentation specific to this SOW to DHHR:

- **Project Milestones:** This document will contain milestones of key tasks and deliverables.
- **System Design Document:** This document will contain a detailed system design for the new screen and database functionality being added to WV PATH and will be broken down by technical components.
- **Test Plan/Results Document:** This document will highlight the areas and types of testing that will be performed. It will also be composed of test scenarios and expected outcomes. Optum will use existing test scenarios. In addition, this document will provide a detailed outcome of all the test scenarios that were executed in the various phases of testing.

#### 3.2. Deliverables

Deliverables for this Project are as follows:

- Final Deliverable submission, which shall be the enhancements that Optum designs, develops, tests, and deploys to perform the functionality that corresponds to each enhancement identified in Section 2 above.
- Optum is providing both the documentation and approval of these changes in the Optum ServiceNow online ticketing system.
- Documentation around the system changes will be entered into a ServiceNow Change ticket and Optum will create an approval request in the Change Ticket for WV DHHR Leadership to approve implementing the changes in the WV PATH system.

#### 3.3. Acceptance of Deliverables

The Deliverables identified in Section 3.2 of this SOW will be formally submitted to DHHR for final review and approval.

DHHR shall review the Deliverables, notify Optum of any deficiency(ies), notify Optum when the SOW has been fulfilled, and approve each Deliverable identified in Section 3.2 of this SOW, including the execution of the Deliverable Acceptance Form.

#### 4. Estimate of Effort

Based on an industry-standard "Waterfall" Systems Development Life Cycle, the estimate of hours for this Statement of Work is shown below and not to exceed unless documented and approved upon in a subsequent change request submitted to DHHR by Optum the process being outlined in WV IES Deliverable 021 – Change Management Plan, Section Two: Change Management Approach.

WV PATH – Child Support Go Live Scope Items						
Item	Design	Development	Testing	Release Mgmt.	Doc Updates	Total Hours
Unclaimed Property Match Report: WV Treasurer reformatted input file.	6	60	30	6	9	111
OCSF issued revised TWO effective immediately. Current form expired 08/31/2020.	1	5	8	1	1	16
Civil Action Screen – Fix erroneous error message when trying to remove the multi-defendant indicator.	1	5	8	1	1	16
IRS file processing did not reset the Batch Header counters properly. For the first time, the file created more than 500 adjustments.	5	45	30	5	7	92
National Directory of New Hire and Federal Parent Locator Service needed updated ZIP + 4 formatting.	1	5	10	1	1	18
New Hire – Stop Child PIN from writing to WEOVADDRESS and Add Employer even when Employer is on WEOVEMPLOYER HIST Table.	1	8	10	1	2	22
CRED – Credit Bureau – Closed Case should not be on Credit Bureau File. It was paid in Full. Fixed 90-day logic keeping old cases on the report.	3	25	15	3	4	50
HELD – Add HOLD Reason 1 and 2 to trigger type H DLPRs.	1	10	8	1	2	22
Source of Income Screen (SINC): Do not allow new SSA record to be written to SINC if there is already an entry with an Active Income Withholding.	1	5	8	1	1	16
Federal Tax Returns (See below). T3 and T7 disbursement issues, If joint return, ensure refunds disburse as paper, If deced, ensure it waits until active account.	2	20	15	2	3	42
Increased definition of input file from 133 to 276.	1	5	5	1	1	13
HELD - T3 and T7 disbursements will now print a paper check like the T4 and T8 disbursements.	1	10	5	1	2	19
WEO3MRF Mobius Report - Add FTI Banner Page. Straight to PROD.	1	10	3	1	2	17
Recent change by OSCE does not allow eIWO for cases in which there is no child, spousal only and repay cases. The eIWO program rejects these, and needs a change made to not allow these types of cases for eIWO. O/S and O/R will be central printed instead of going through eIWO.	2	20	15	2	3	42

WV PATH – Child Support Go Live Scope Items						
Item	Design	Development	Testing	Release Mgmt.	Doc Updates	Total Hours
CNCS,CNCX - fix CSENET routines that create a skeleton case	7	65	25	7	10	114
Batch Programs – Non-DB2 programs have been executing from DEVL LIBS that should be in PRODLIBS. *** Note: The state had some jobs that didn't use the database and were being ran out of development. This is moving all those to PROD where they should have been all along.	10	100	80	10	15	215
Any time a new date of death is entered on CTDT or APDT, a batch job will automatically end our disbursements to that person's debit card or direct deposit. The death date may be entered manually by a worker or by batch jobs from matches from sources like Vital Registration or Social Security Administration.	14	56	30	16	19	135
ATTY/GALD/GAL2 - Allow SOLU, HELP, RAMS and ADAS have update for O/X cases	30	100	40	20	20	210
CASE - give OMBD role update to the CASE screen. Matt approved by Rachel Trahan. Deployed Tuesday January 25, 2022	30	100	40	20	20	210
CASE: Allow RESS role (CRIP Unit) the ability to close cases using Reason Code 13 (Case opened in error or duplicate case).	30	100	40	20	20	210
WIN WEOSPWV2- (this is on the change request attached in the email)	30	100	40	20	20	210
Add column to existing report WEOKPOUS	30	100	40	20	20	210
SMI now notifies MIS each time they issue any new debit cards directly to an individual. This change includes file changes on both ends.	30	100	40	20	20	210
Changes due to Federal Credit Bureau changes	30	100	40	20	20	210
Remove the edits from requiring the case review date in the past to be changed to a future case review date to be able to place a suspension of disbursements.	20	40	60	10	5	135
Electronic Funds Transfer Disbursement Listing – moving from Cognos to Federal Tax Information – EFT Disbursement Listing Report (PCS-DIS0010)	30	100	75	25	15	245
E-file must be added to all 'select method of service' options in PATH.	15	80	100	20	20	235
General Appeal Language changes to Order Boilerplates	30	100	40	20	20	210
<b>TOTALS</b>	<b>363</b>	<b>1474</b>	<b>860</b>	<b>275</b>	<b>283</b>	<b>3255</b>

Work Estimate Based on WV IES Contract Year (runs Nov 17 – Nov 16 per contract year)		
Statement of Work Estimate:	Contract Year Hours	Amount
Statement of Work Estimate for Contract Year 5 @ \$121 (08/30/22 to 11/16/22)	1218	\$147,378.00
Statement of Work Estimate for Contract Year 6 @ \$124 (11/17/2022 to 11/16/23)	2037	\$252,588.00
<b>Total Statement of Work Estimate:</b>	<b>3255</b>	<b>\$399,966.00</b>

Work Estimate Based on WV State Fiscal Year (runs July 1 – June 30 per year)		
WV State Fiscal Year:	Est. Work Hours	Amount
WV FY 2023 (08/30/22 to 06/30/23)	3255	\$399,966.00
<b>Total Statement of Work Estimate:</b>	<b>3255</b>	<b>\$399,966.00</b>

#### 4.1. Staffing Plan

Below is the staffing plan for this SOW, by role.

Resource Skill	Role on Enhancement	Hours for the Enhancements
Design/Development	Functional workflow design and development	1837
Testing	Integrated Testing with Current release	860
Release Manager	Coordination of Go-Live Activities	275
Documentation Updates	Update documentation related to added functionality	283
	<b>Total</b>	<b>3255</b>

#### 4.2. Project Activities – Estimated Duration

The following represents the estimated duration of the activities associated with this SOW. As the Project progresses, estimates may be updated, by mutual agreement of the parties.

The Project schedule will follow a Project Management Book of Knowledge (PMBOK recommended "rolling wave" project planning process, i.e., as each phase of the Project occurs, additional details will be added to the Project Plan.

Project Activities are not necessarily sequential; the start date for a given Project Activity will not be dependent in part upon the completion of a preceding Project Activity.

Project Activity	Activity Duration
Requirements Definition and Design Phase	5 weeks
Development Phase	15 weeks
SIT	4 weeks
UAT	4 weeks
Deploy to Production	1 weeks
Post Deployment Support	2 weeks

## 5. Project Assumptions

Below are the assumptions for this Project:

- Work commences under this SOW upon execution of the Delivery Order by DHHR
- The rates proposed are valid through November 16, 2023.
- For any work needed beyond November 16, 2023, another Delivery Order will need to be executed to continue such work.
- WV DHHR will provide user acceptance testing personnel and scenarios to execute User Acceptance Testing in accordance with the estimated timeline in Section 4.2.
- Estimated timelines assume that the authorized representatives from the West Virginia Office of Technology, and the MIS Staff respond to Optum requests and provide necessary input and/or approvals in a timely manner so Optum may continue to meet the requirements and timeframes identified herein.
- WV DHHR will provide Optum with as much notice as possible regarding potential delays in work progress within the project plan. Optum will not be held responsible for missed deadlines held up by the completion of State-owned tasks or tasks with dependencies on State-owned tasks as documented in the project plan. Any such delay may prevent making WV PATH CS 1.0 Go Live. Maintenance and Operations (M&O) impacts related to this SOW are not fully known and may require additional support and funding.
- This SOW is to authorize specific scope changes and the incremental enhancement hours.



## 6. Project Roles and Responsibilities

### 6.1. DHHR Roles and Responsibilities

DHHR roles and responsibilities are described below:

- Approve and execute the Delivery Order and the SOW prior to work commencing.
- Approve the software requirements specifications and provide the Business Requirement Document
- Review and approve all Project Documents, including the Business Requirement Document in a timely manner.
- Prepare User Acceptance Test plan/scenarios
- Execute User Acceptance Testing
- Approve Deliverable(s) for this SOW prior to production deployment
- Ensure Optum is provided with a single resource as a Project lead and that Optum is provided with reasonable timely assistance to enable Optum to meet the requirements and timeframes identified herein.

### 6.2. Optum Roles and Responsibilities

The Optum team and their roles and responsibilities are described below:

- Provide expertise on system design, project management, code development, testing and deployment
- Oversee assigned resources
- Designate a single Optum resource as the Project lead and as the single point of contact for the West Virginia Project Manager, who will be Vijay Patel.
- Provide Deliverables as defined in Section 3 of this SOW

### 7. Statement of Work Acceptance

In consideration of the promises and mutual obligations contained herein, DHHR hereby confirms agreement with the provisions set forth in this SOW and approves commencement of the Project.



Signed for and on behalf of  
**The State of West Virginia, Department of  
Health and Human Resources, by:  
Shaun Charles**

By:

Name: Shaun Charles

Title: WV DHHR Chief Information Officer

Date: 8/16/22



Signed for and on behalf of  
**OptumInsight, Inc., by:  
W. Mark Youngman**

By:

Name: W. Mark Youngman

Title: Associate Director of Finance

Date: August 10, 2022


Ok  


Table 14: Modifications and Enhancements Cost

Modifications and Enhancements			
Period	Hourly Rate	Hours	Total (Hourly Rate x 30,000 Hours)
Year 1*	\$ 0.00	0	\$ 0.00
Year 2	\$ 114	30,000	\$ 3,420,000
Year 3	\$ 116	30,000	\$ 3,480,000
Year 4	\$ 118	30,000	\$ 3,540,000
Year 5	\$ 121 ✓	30,000	\$ 3,630,000
Year 6	\$ 124 ✓	30,000	\$ 3,720,000
Year 7	\$ 128	30,000	\$ 3,840,000
Year 8	\$ 132	30,000	\$ 3,960,000
Year 9	\$ 136	30,000	\$ 4,080,000
Year 10	\$ 140	30,000	\$ 4,200,000
<b>All Inclusive Maintenance and Operations Cost</b>		<b>GRAND TOTAL</b>	<b>\$ 33,870,000</b>

\*For purposes of proposal and evaluation, all vendors should estimate enhancement cost for Year 1 at zero dollars (\$0).

Table 15: All-Inclusive Total Cost

All-Inclusive Total Cost	
Service	Cost
Total DDI Costs (Table 12 Total Cost)	\$ 162,675,000
Total Maintenance and Operations Cost: (Table 13 Grand Total)	\$ 112,330,000
Total Enhancement Cost: (Table 14 Grand Total)	\$ 33,870,000
<b>Grand Total Project Cost</b>	<b>\$ 308,875,000</b>